

REQUEST FOR PROPOSAL

NUMBER 110-2012



**Convention Center Authority
of the Metropolitan Government of Nashville
and Davidson County**

**Housekeeping "On Demand" Services
for the
Music City Center**

Issued

March 7, 2013

NOTICE TO OFFERORS

This Request for Proposal (RFP) has been posted to the Metropolitan Government of Nashville & Davidson County and Music City Center website for your convenience. Addenda and attachments, if issued are also posted. It is the Offeror's responsibility to ensure that the entire RFP package, in its latest version, is reviewed prior to submittal of a proposal.

Solicitation amendments are posted on the Metropolitan Government of Nashville & Davidson County (hereinafter "METRO") Procurement web site at (<http://www.nashville.gov/Finance/Procurement.aspx>) and at Music City Center website (www.nashvillemcc.com) and attached to the individual solicitation listing as either a Microsoft Office product or PDF file.

Any alterations to the document(s) made by the Offeror, other than completing worksheets/forms, may be grounds for rejection of proposal, cancellation of any subsequent award, or any other legal remedies available to the Convention Center Authority.

**Request for Proposals
Housekeeping “On Demand” Services
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Request for Proposals
Housekeeping “On Demand” Services
Convention Center Authority of the Metropolitan Government of
Nashville and Davidson County

I. INTRODUCTION AND OVERVIEW

A) Purpose

The Convention Center Authority of the Metropolitan Government of Nashville and Davidson County (hereinafter, “CCA”) is administering this Request for Proposal (hereinafter, “RFP”) soliciting competitive sealed proposals from qualified firms to provide Housekeeping Services for the Music City Center (hereinafter, “MCC”) on an as need basis.

B) Objective

CCA desires to employ the best-qualified firm who, in its opinion, will continuously provide top quality service, product quality, and generally create goodwill within this high-quality facility.

The final decision of CCA will be made in its overall best interest.

C) Term

Any contract resulting from this RFP will be for a three (3) year term (April 1, 2013 – March 31, 2015) with an one time option to extend for an additional two (2) years at the sole discretion of the CCA.

D) Background

The CCA is responsible for the operations of the existing Nashville Convention Center (hereinafter, “MCC”) and MCC, which is under construction. Currently, the MCC is under contract with Industrial Staffing of Tennessee. The MCC is not part of this RFP.

The Music City Center is scheduled to open on May 1, 2013. It will feature 1.2 million square feet of finished space, a 350,000 square foot exhibit hall, a 57,000 square foot Grand Ballroom, and 17,900 square foot Davidson Ballroom. There will be 60 meeting rooms approximately 102,000 total square feet, over 145,000 square feet of pre-function space, two outdoor terrace areas (one on 5th Avenue with 19,000 square feet of space and the other at the corner of 8th Avenue and Demonbreun with 16,500 square feet of space). Additionally, the MCC will have 2,200 square feet of retail space available that may be accessed either from inside the MCC or from the street along 5th Avenue. The MCC is striving to achieve a Silver LEED Certification and will have parking for 1,800 cars and a full service in-house catering, audio-visual and communications technology center which is located at 201 Fifth Avenue,

South, Nashville, TN 37203. Additional information about the project can be found at www.nashvillemusiccitycenter.com.

The Music City Center is the largest capital construction project in the city's history and is a major investment in Nashville's economic future. This investment is expected to generate returns for the city by creating jobs and enhancing the local economy. Its construction has already prompted the announcement of several other developments – primarily hotels – in the surrounding area. The Music City Center Economic and Fiscal Impact Analysis completed in 2010 and prepared by HVS Convention, Sports and Entertainment concluded that, by 2017, the Music City Center will create an additional \$134.9 million in spending.

Created in 2009, the Convention Center Authority consists of nine members appointed by the Mayor of Nashville to govern the activities associated with the Nashville Convention Center and the future Music City Center. The Convention Center Authority's officers include a chair, vice-chair, and secretary, who are elected annually. Nashville's vice-mayor sits on the Convention Center Authority as an ex-officio member.

MCC will provide the following:

- Sufficient access to the MCC to serve the facility.
- A schedule of required labor to be adhered to by the contractor.

E) Scope of Services

MCC is seeking a professional commercial housekeeping/cleaning company to partner with which would allow MCC to supplement its in-house housekeeping department as needed over the next 5 years.

i. Contractor Responsibilities:

It will be the sole responsibility of the Contractor to insure that oriented and trained personnel utilized for this service are properly dressed and have personal identification. Contractor's personnel must be in approved uniforms with identification badge.

The Contractor will be responsible for cleaning during normal operations of the facility and special cleaning required for events that are held in the facility. The MCC will determine the hours required.

1. Daily Cleaning Requirements

a. Floor Maintenance

- When and where furniture, furnishing or equipment must be moved. No items are to be stacked on top of desks, tables, windowsills, credenzas, or any other furniture subject to damage from such.

- Upon completion of service, furniture, furnishing, and equipment shall be returned to original position. Baseboards, walls, stair-risers, furniture, furnishings, and equipment shall not be splashed, disfigured, or damaged during floor maintenance service.
- After sweeping and damp mopping, all floors shall be clean and free of streaks. No dirt shall be left in corners, under furniture, behind doors, or on stair landings or treads.
- Floors shall be properly prepared by thorough sweeping to remove visible dirt, debris, gum, tar, or similar substances. On completion of mopping and scrubbing, floors must be clean and free of dirt, water streaks, mop marks or string. Floors must be rinsed properly and dry mopped to overall clean appearance, with all surfaces dry, corners and cracks clean. When scrubbing is required, it must be performed by the appropriate machinery or done by hand with a brush. Floors must be swept thoroughly and damp mopped as required, using low speed buffer with synthetic fiber pad and spray equipment containing the proper ratio of water and floor finish or other product recommended for this type of service. Pre-treat needed areas.
- Floors must be swept and dust mopped thoroughly and damp mopped as required, using floor polishing machine with synthetic fiber pad and spray equipment containing the proper ratio of water and floor finish or other product recommended for this type of service. Pre-treat needed areas.

b. Floor Finishing

- Floor finishing includes cleaning and applying finish to asphalt, smooth finished concrete, rubber, vinyl, linoleum, clay, wood, stone, tile, slate, and terrazzo floor surfaces.
- All floors shall be swept, dust mopped (including corners) thoroughly; gum wads, tar, or other adhesive substances shall be removed.
- An approved finish remover must be applied by mop and scrubbed with an electric floor buffing machine with scrub brush or medium grade scrubbing pad to remove all old finish or wax. Stubborn spots must be removed by hand with scouring pad dipped in solution. Corners and other areas the polishing machine cannot reach must be thoroughly cleaned by hand. Care must be exercised so baseboards, wall, and furniture are not splashed or marred. Solution must be removed with mop or shop vacuum and floor rinsed with clean water until all traces of

solution are removed. The floor must be allowed to dry after rinsing.

- A minimum of four (4) coats of finish must be applied with sufficient drying time between the first and last coats. The last coat must be applied up to, but not touching, baseboard, and other coats to within one inch (1") of baseboard.
- In the case of a delay or more than eight (8) hours between stripping and the final finish, or between coats and the final finish, floor must be scrubbed again to remove surface dirt and scuff marks that may have occurred in the interim.

c. Carpets and Rugs

- A vacuum cleaner with working beater bar must be used to clean carpet and rugs of visible debris and dirt. Where applicable, nap shall lie in one direction. Surface should appear clean of debris or dirt.
- Vacuuming must be done first in one direction and then the opposite direction. This process is to remove both soil and residue at base. Carpet or rug must have clean appearance when nap is pushed back to reveal base.
- Only approved stain remover or carpet cleaning method shall be used. Fibers must not be over-wetted and when solution is removed, should feel damp, but not wet. Rug or carpet fibers should have a clean, bright appearance.
- In all carpet and rug maintenance, care must be exercised to prevent damage or marring of furniture, furnishings, equipment, or trim by machinery.
- Bonnet-buffing method is prohibited.
- Contractor will be financially responsible for any damage caused by personnel assigned to MCC.

d. Restroom Floor Maintenance

- Special attention must be given to floor areas around urinals and toilets to sanitize, eliminate odors, and removal of stains. When it is necessary to remove stains, floor will be scrubbed by hand utilizing a sanitizing, disinfectant cleaner. When completed, floor must have a clean appearance with no residue of cleaning material.

e. Walls and Surface Maintenance

- Dust must be removed through the use of treated dust cloths or vacuum tools. When doing high cleaning, dust should not be allowed to fall onto furniture and /or equipment below. At completion of task, there must be no dust streaks. Corners, crevices, molding, trim and ledges must be free of dust. No oil spots or smudges must be left from dusting tools or cloths. When inspected, there must be few, if any, traces of dust on any surface.
- Clean, damp cloth or sponge must be used to remove all dirt, spots, streaks, or smudges from walls, glass, or other specified surfaces using a wetting solution with an appropriate cleaning agent. Surfaces must be dried or allowed to dry, as appropriate. Metal polish must be applied and hand polished to provide a suitable luster.
- If simple damp wiping and drying obtain a polished, bright appearance, damp wiping with a suitable cloth may perform bright metal polishing. Where damp wiping does not achieve bright and polished appearance, an appropriate metal polish must be applied and hand polished to provide a suitable luster.

f. Glass Cleaning

- Routine Cleaning: a glass cleaner must be sprayed on concentrated oil, grease, dirt, grime, and such spots be removed by hand scrubbing. Entire surface then must be sprayed with cleaner and wiped or squeezed dry to a uniformly clean appearance.
- Washing: a solution of water and a cleaning agent must be used to thoroughly clean windows. After each washing, all glass must be free of dirt, grime, streaks, excessive moisture, and not be cloudy. Glassware moved for cleaning must be returned to original position. Sashes, sills, woodwork and other surroundings must be wiped free of drippings and watermarks.

g. Porcelain Ware Cleaning

- Routine Fixture Cleaning: drinking fountains, washbasins, urinals, toilets, and other such fixtures made of porcelain or stainless steel must be damp wiped and an appropriate cleaning agent used when needed and polished dry to a clean, bright appearance. No excess moisture must remain on fixture.
- Thorough Fixture Cleaning: an appropriate cleaning agent must be used on all fixtures to remove all dust, spots, stains, rust, mold, and encrustation. After this process, fixtures must be damp wiped, dried to remove excess moisture, and left clean and bright.

- No spots, drippings, watermark, cleaning solution marks, or residues are to be left on walls or floors adjacent to fixtures following cleaning.

h. Policing

- Trash Pickup: all trash, including empty bottles and paper debris must be picked up and placed in an appropriate container for conveyance for deposit in the proper trash receptacle or recycling container.
- Ash Receptacles: wall-hung and floor-type receptacles must be emptied and damp wiped. Filtering sand through a screen must clean sand urn-type ash receptacles and removing all trash debris, returning only clean sand to urn, and by damp wiping exposed surfaces.
- Spillage Removal: beverage spills; cigarette and cigar butts, mud, tar or water tracks and similar stains or spillage on floor must be removed by the most appropriate method. Floor condition must be returned to match area-surrounding spill.
- Routine Waste Basket Maintenance: contents of waste bucket must be emptied into appropriate large receptacle containing a lining sufficient quality and strength to prevent leaking of liquids onto floor surfaces. Basket liner must be inspected, and if spoiled by deposit of any substance other than paper in basket or if torn, it must be discarded also and a new liner placed in basket.
- Thorough Waste Basket Maintenance: basket shall be emptied as required above, and then damp wiped and dried to a clean finish. New liner must be placed in basket after thorough cleaning.

i. High Cleaning

- Wall Maintenance: high cleaning of walls involves cleaning of area above 72" from the floor. Type of cleaning required must be appropriate to thorough cleaning of type of wall surface and condition of walls in high area.
- Following high cleaning, walls, trim and wall mounted fixtures must be free of dust, grime, smudges and spots. Where dusting is involved, dust must not be allowed to fall from high areas onto surfaces below. Personnel performing high cleaning must observe all applicable safety rules and regulations.
- Routine Light Fixture and Vent Cleaning: ceiling mounted light fixtures and heating, ventilation and air conditioning diffusers and vents must be dusted to remove accumulated dust and grime.

- Thorough Light Fixture and Vent Cleaning: ceiling mounted light fixtures and heating, ventilation and air conditioning diffusers and vents must be dusted and then damp wiped. All dirt, spots, streaks, smudges, oil, and residues must be removed. Upon completion, fixture or vent must have clean appearance.
- Curtains, Drapes, Cornice Boards, and Blinds Cleaning: upper area of curtains, drapes, cornice boards and blinds must be vacuumed with appropriate tools or dusted with a treated cloth to remove dirt and dust. As needed, surface areas must be damp wiped to remove dirt and grime.
- Routine Office Partitions and Screen Cleaning: upper edges of all office partitions and screens used for “open office” type arrangements must be dusted and accumulated dirt and grime removed.
- Thorough Office Partitions and Screen Cleaning: upper edges of all office partitions and screens used for “open office” type arrangements must be dusted, damp wiped with an appropriate cleaning agent and dried.

2. Scheduled Frequencies – Daily Typical Requirements

General Instructions: unless otherwise specified by department, all services listed under Daily Requirements must be performed in applicable areas, except where service of a less frequent nature that provides a more thorough cleaning to be performed.

- Rest rooms: sweep and wet mop floor with a disinfectant type cleaner. Damp wipe all commodes, urinals, washbasins, waste receptacles, dispensers, wall surfaces and chromed pipes with a disinfectant type cleaner. Perform routine cleaning of all glass and mirrors. Empty, clean, and disinfect sanitary napkin receptacles, replace soiled bags with new ones, collect soiled bags in separate containers for disposal with flammable trash. Contractor to replenish stock, bags, etc. Detail, clean corners, and edges of all surfaces.
- Office Area Cleaning: (i.e.: offices, file or conference rooms and adjacent internal corridors) empty wastebaskets and remove trash to designated disposal area. Clean washbasins and mirrors, where applicable. Perform dusting and damp wiping, as indicated, for wall and surfaces maintenance, including dusting of horizontal surfaces. Perform routine vacuuming of carpets and rugs, dust mop and damp mopping of all hard surface floors. Perform routine cleaning of glass walls or internal windows in high traffic areas. Perform damp wiping, with a disinfectant

cleaner, all telephone mouth and earpieces. Clean workrooms and breakrooms.

- Corridors: police area. Wet mop and scrub hard floors, damp mop and spray buff resilient floors. Special care should be taken on all floor surfaces but especially stone and wood floor surfaces.
- Outside Entrances: police and sweep entrances, landings, steps, and adjacent sidewalk area. When applicable, perform routine cleaning of exterior side of entrance door glass and glass area surrounding entrance.

3. Scheduled Frequencies – Weekly Typical Requirements

General Instructions: MCC must approve the schedule for performance of once per week tasks. Unless MCC otherwise specifies, all tasks required under Daily Requirements must be performed, except where the nature of such daily task is replaced under this weekly schedule or a less frequent schedule by a more thorough cleaning task for the same purpose.

- Restroom: perform high cleaning on all walls and surfaces with a disinfectant type cleaner.
- Office Areas: perform damp wiping on all wall and horizontal surface areas within reach. Perform thorough vacuuming of all carpet and rug floors. Wet mop and scrub all resilient floors. Elevators: polish bright metal surfaces in interior of car to include door track and threshold.

4. Scheduled Frequencies – Monthly Typical Requirements

General Instructions: MCC must approve the schedule for performance of once per month tasks. Unless MCC otherwise specifies, all tasks required under Daily or Weekly Requirements must be performed, except where the nature of such daily or weekly task is replaced under this monthly schedule or a less frequent schedule by a more thorough cleaning task for the same purpose.

- Restroom: perform thorough fixture cleaning as described in the Minimum Cleaning Quality Requirement for Porcelain Ware.
- Office Areas: perform high cleaning on all wall and horizontal surface areas. Dust all vertical surfaces and under surfaces, such as desk knee wells, chair rungs, table legs, lampshades. Perform periodic low speed/high speed buffing on all resilient floors. Perform routine light fixture and vent cleaning. Perform routine office partition and screen cleaning. Spot clean all carpet and rug areas. Dry clean all spots.

- Corridors: perform high cleaning on walls. Perform glass washing on full glass areas of entrance doors, glass surrounding entrance doors, and glass areas leading off corridors.

5. Scheduled Frequencies – Quarterly Typical Requirements

General Instructions: MCC must approve the schedule for performance on quarterly tasks. Unless MCC otherwise specifies, all tasks required under daily, weekly, or monthly requirements must be performed, except where the nature of such daily, weekly, or monthly tasks are replaced under this quarterly schedule or a less frequent schedule by a more thorough cleaning tasks for the same purpose.

- Restrooms: damp wipe entire surface area of stall partitions, doorframes, and sills with a disinfectant type cleaner. Wash all waste receptacles with disinfectant. Scrub all floor tile grout with disinfectant type cleaner.
- Office Areas: perform thorough light fixture and vent cleaning. Perform thorough office partition and screen cleaning. Perform thorough wastebasket maintenance.
- Corridors: sweep, strip, and finish resilient floors in high traffic areas. Perform bright metal polishing on metal door thresholds.

6. Scheduled Frequencies – Semi-Annual Typical Requirements

General Instructions: MCC must approve the schedule for performance of semi-annual tasks. Unless MCC otherwise specifies, all tasks required under daily, weekly, monthly, or quarterly requirements must be performed, except the nature of such daily, weekly, monthly, or quarterly tasks replaced under this semi-annual schedule by a more thorough cleaning task for the same purpose.

- All Areas: perform curtains, drapes, cornice boards and blinds cleaning. Sweep, strip, and finish all resilient floors using a biodegradeable wax, clean and buff wood floors. Clean all carpet and rug areas.

7. Scheduled Frequencies – Annual Typical Requirements

General Instructions: MCC must approve the schedule for performance of annual tasks. Unless MCC otherwise specifies, all tasks required under daily, weekly, monthly, quarterly or semi- annual requirements must be performed, except the nature of such daily, weekly, monthly, quarterly or semi-annual tasks replaced under this annual schedule by a more thorough cleaning task for the same purpose.

- All Areas: wash all blinds. Perform thorough high cleaning tasks.

8. Miscellaneous Requirements

- Event and public space areas will require multiple cleanings in a day based on usage.
- Appropriate finishing must be performed on all floors during the first sixty days of contract commencement, and on a schedule approved by department.
- In instances where restrooms are cleaned during hours in which building occupants are present, male restrooms must be cleaned by males and female restrooms cleaned by females.
- The Contractor's personnel shall report to Housekeeping, through contractor's representative, any hazardous conditions or items in need of repair observed during work. The Contractor's personnel shall turn off lights when not in use, unless otherwise instructed.
- The Contractor's personnel will lock all locations after cleaning and return keys to contractor's representative, unless otherwise instructed. The Contractor's personnel shall turn in to Security, through contractor's representative, any articles found in building. Contractor's personnel shall report to Security, through contractor's representative, any suspicious circumstances observed during performance of work, which appears to threaten security of the building.
- The Contractor's personnel shall report to Security, through contractor's representative, immediately upon discovery of loss, the loss of any keys to building areas.

9. Monitoring

The department shall furnish the Contractor floor plans of building with a designation of areas to be cleaned.

10. Event Cleaning Requirements

The MCC requires that the Contractor furnish appropriate staff to perform the cleaning needs before, during and after the hours an event or events are being held at the MCC.

The minimum requirements for cleaning the facility during an event include, but are not limited to the following:

- Light cleaning of all public restrooms to include maintaining clean mirrors and countertops, maintaining clean urinals and commodes, sweep floors, mop if needed, maintaining stocked paper towel dispensers, toilet paper dispensers and sanitary dispensers.

- Mop up spills as needed.
- Maintain clean water fountains
- Constant monitoring of all areas above.

The Contractor agrees to provide daily on-site supervisory inspections of housekeeping personnel at contractor's expense for the first thirty (30) days of the contract. Inspections must rotate shifts and include weekends.

Supervisor will meet with the Director of Facilities or his/her designee weekly for the first thirty (30) days of this contract, then monthly for the duration of the contract.

Should the Contractor at any time be unable to supply the requested personnel to MCC, MCC reserves the right to obtain housekeeping personnel from another source.

ii. Contractor Constraints

The Contractor must screen all personnel assigned to the MCC for recent use of alcohol and/or drug use.

The Contractor and personnel provided must abide by all MCC rules and regulations.

Housekeeping personnel may be asked to operate the following equipment: vacuum, carpet shampooer, floor buffer, pallet jack, rolling carts, compactor, scissor lift, 12 ft. step ladder, pressure washer, escalator cleaning machine, etc.

Contractor must provide all OSHA required safety training for all housekeeping personnel. This training should include, but not be limited to: Hazardous Materials, proper lifting techniques, Material Safety Data Sheets, etc.

Contractor must provide training in Diversity and Sexual Harassment Awareness.

MCC may on occasion request specific housekeeping personnel to work a shift. It is the contractor's responsibility to inform MCC if that person is approaching overtime hours. MCC will not pay overtime unless approved in advance by the Director of Facilities or his/her designee.

MCC shall have the right of rejection and approval of any staff and housekeeping personnel assigned to work under this contract. If MCC rejects staff or personnel, the Contractor must provide replacement staff or personnel within one (1) hour and at no additional cost to MCC.

The Contractor must be available twenty-four (24) hours a day, seven (7) days a week and be able to provide labor twenty-four (24) hours a day, seven (7) days a week including holidays.

Contractor must be able to provide additional personnel or replacement personnel within one (1) hour of a request.

The successful Contractor will assign a manager to be the MCC's point of contact and to oversee the performance of this contract. This manager or his/her designee will be available 24/7/365 via cell phone and email.

iii. Contractor Personnel Requirements

MCC requires that a minimum roster of fifteen (15) housekeeping personnel be available.

Upon request of MCC Management, the contractor must supply an on-site supervisor.

Prior to being assigned to MCC, all housekeeping personnel must be familiar with the facility, sign in/out procedures, the employee entrance, rules and regulations, who/where to report and the type of work to be performed.

Contractor must brief personnel prior to dispatching on MCC rules, such as: no cell phone use on the clock, no hats, no eating off of customer break tables, exhibits, etc. even if offered by customer.

Housekeeping Personnel must understand they are an extension of MCC staff and therefore must look professional, smile and greet the public.

Housekeeping Personnel must be in visible locations where assigned.

All Housekeeping Personnel should expect to work a minimum of an eight (8) hour shift unless otherwise specified. MCC does reserve the right to cut personnel after a four hour minimum is met.

Contractor must provide a uniform (See logo requirements in Section F) approved, in advance, by the MCC management for the personnel. This uniform should be clean upon arrival to work. Shirts must be tucked in neatly. Excessive jewelry, old pants, baggy pants worn low, shorts, hats, bandanas, sunglasses, old shoes, etc. cannot be worn while working at MCC. Crocs, flip flops, sandals, etc. are not permitted.

Cell phones, I-Pods, MP3 Players, etc. are not permitted while working.

If housekeeping personnel is provided a MCC radio for communication purposes while working, ear pieces must be worn at all times.

If housekeeping personnel damages or loses the earpiece and or radio the Contractor is responsible for the cost of replacement.

A contractor-provided photo ID must also be displayed on each personnel at all times while working in the MCC. Such ID must have MCC logo only. MCC may provide these for the contractor at ten dollars (\$10) each.

The Contractor must be able to provide personnel with prior housekeeping experience.

The Contractor must be able to provide male and female housekeeping staff as scheduled.

F) Logos

Only the MCC approved logos will be utilized throughout the facility including, but not limited to uniforms, advertisements, business cards, brochures, proposals, etc. Other than legal requirements the name of the contractor will not be utilized.

G) IT Security Requirements

Any contractor accessing the MCC network must comply with Metro ITS Information Security Procedures.

H) Sustainability Requirements

Contractor must comply and participate in all MCC sustainability programs.

I) Bidder Registration

If the successful proposer is not registered with the Metropolitan Government as a potential supplier, the bidder will be required to register in iSupplier (www.nashville.gov) to be awarded the bid. If the awarded proposer does not complete the registration within forty-eight (48) hours of its being notified of the proposer, CCA may determine that the bidder shall be deemed non-responsible and not be considered for award.

II. RFP GENERAL REQUIREMENTS/GUIDELINES

A) Public Record

All submissions are considered public and subject to review upon request only after a successful Intent to Award Letter has been signed. Prior to a successful Intent to Award Letter, all submissions will be kept private in order to preserve a competitive and fair selection process. Submission of an offer shall constitute an official waiver of any confidentiality statements.

B) Accurate Information

Failure to provide complete and accurate information in an offer to this solicitation may result in CCA instituting debarment proceedings against the Offeror and/or termination proceedings against any contract that has been awarded.

C) Minor Irregularities

CCA reserves the right to waive minor irregularities in offers, provided that such action is in the best interest of CCA. Any such waiver shall not modify any remaining solicitation requirements or excuse the Offeror from full compliance with the solicitation specifications and other contract requirements if the Offeror is awarded a contract.

D) Americans with Disabilities Act

The successful contractor shall assure to the Convention Center Authority that all services made through this contract, if an award is made, shall be completed in full compliance with the Americans with Disabilities Act ("ADA") and Architectural and Transportation Barriers Compliance Board, Federal Register 36 CFR Parts 1190 and 1191, Accessibility Guidelines for Buildings and Facilities; Architectural Barriers Act (ABA) Accessibility Guidelines; proposed rule, published in the Federal Register on July 23, 2004, as has been adopted by Metropolitan Government of Nashville & Davidson County.

The Contractor will ensure that participants at public meetings with disabilities will have communication access that is equally effective as that provided to people without disabilities. Information shall be made available in accessible formats, and auxiliary aids and services shall be provided upon the reasonable request of a qualified person with a disability.

Individuals who need auxiliary aids for effective communication in the programs, services, or activities of the Convention Center Authority are invited to make their needs and preferences known to the ADA Compliance Coordinator.

Questions, concerns, complaints, requests for accommodation, or requests for additional information regarding American with Disabilities Act may be forwarded to the ADA Compliance Coordinator: Elisa Putman, Assistant Director, Convention Center Authority, Monday through Friday, 8:00 a.m. until 4:30 p.m. elisa.putman@nashville.gov

E) Non-Discrimination

It is the policy of the Convention Center Authority not to discriminate on the basis of age, race, sex, color, national origin or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services and activities. With regard to all aspects of this

RFP the successful contractor certifies and warrants it will comply with this policy.

Notwithstanding any other provision of the RFP no person shall be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in the Convention Center Authority's contracted programs or activities, on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any classification protected by the federal of Tennessee State Constitutional or statutory law; no shall they excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with Convention Center Authority or in the employment practices of the Convention Center Authority's Contractors.

Accordingly, all contractors entering into contracts with the Convention Center Authority shall upon request, be required to show proof of such nondiscrimination and to post in conspicuous places that are available to all employees and applicants, notices of nondiscrimination.

Further, the Convention Center Authority prohibits discrimination. It is the policy of the Convention Center Authority that it shall not discriminate in its employment practices by failing or refusing to hire or promote, or to discharge any individuals, because of the individual's race, religion, creed, gender identity, national origin, color, age, and/or disability.

F) Compliance with the Convention Center Authority's Procurement Policy and Affidavit

The successful contractor shall assure to the Convention Center Authority that he/she is and will be at all times in compliance with the Convention Center Authority's Procurement Policy. For further information or a copy of the policy, contact the purchasing department at MCCPurchasing@nashville.gov. Further, and as a part of the contract negotiations, the successful contractor shall submit a signed affidavit regarding compliance with laws, contingent fees, and nondiscrimination (see Exhibit A).

G) Insurance Requirements

Any potential supplier receiving an award shall be required to provide proof of this insurance, in the form of a Certificate of Insurance. The awarded supplier must provide Metro with original Certificates of Insurance within fifteen days of notification of award.

General Liability and automobile liability policies must be endorsed to include Convention Center Authority of the Metropolitan Government of Nashville & Davidson County as an additional insured with respect to liability arising out of work or operations performed by on behalf of supplier. The following insurance(s) shall be required:

- General Liability Insurance in the amount of one million (\$1,000,000.00) dollars (if the supplier will be making on-site delivery)
- Automobile Liability Insurance in the amount one million (\$1,000,000.00) dollars (if supplier will be making on-site deliveries)
- Worker's Compensation Insurance with statutory limits required by the State of Tennessee or other applicable laws and Employer's Liability Insurance with limits of no less than one hundred thousand (\$100,000.00) dollars, as required by the laws of Tennessee. (Workman's Comp Insurance is not required for companies with fewer than the statutory minimum.)

H) MCC Responsibilities

MCC shall ensure that personnel have access to the areas of the facility where service is to be provided

MCC shall provide the Contractor with a point of contact person to coordinate the schedules and requirements

The MCC shall provide to the contractor a schedule of all needed housekeeping personnel by Thursday of each week for the following week. MCC's week is defined as Saturday through Friday.

Contractor shall be paid for services rendered at the agreed upon hourly rate for a personnel and on-site supervisor. Upon the receipt of a proper invoice from the Contractor, MCC will request payment for all accurately billed hours. There will be no other charges or fees for the performance of this contract.

The MCC will make reasonable efforts to make payments within thirty (30) days of receipt of invoice but in any event shall make payment within sixty (60) days. Additionally, the MCC will make reasonable efforts to make payments to small businesses within fifteen (15) days of receipt of invoice but in any event shall make payments with sixty (60) days.

MCC does not provide parking for contract personnel provided under this contract. Personnel may choose to park in the MCC parking garage as space permits.

I) CCA's Right to Inspect

CCA shall have the right to inspect any area of the facility where the services performed under the resultant contract are performed. All areas maintained by the Contractor must be kept clean and orderly at all times.

J) Right to Protest

Proposer has the right to appeal the decision to the Chairman of the Convention Center Authority or its Designee as authorize by Section 7.6 of its Procurement Policy. This appeal must be filed in writing within seven (7) days of receipt of decision.

K) Unauthorized Work

The Successful Proposer(s) shall not begin work until CCA issues a Notice to Proceed. Such Notice to Proceed shall constitute CCA authorization to begin work. Any unauthorized work performed by the Proposer(s) shall be deemed non-compensable by CCA and the Proposer(s) will have no recourse against CCA.

III. INSTRUCTIONS FOR PROPOSALS

A) Inquiries

Direct all questions related to this RFP via email with ***Housekeeping “On Demand” Services RFP*** in subject to:

mccpurchasing@nashville.gov

Official answers or position of the CCA will be stated in writing only by the Director of Purchasing or designee. The deadline for receiving questions is **as specified in Section D – Projected Timetable.**

All questions will be compiled and responses will be posted as specified in Section D – Projected Timetable, on the Music City Center website at (<http://www.nashvillemusiccitycenter.com/about/procurement/rfprfq.asp>.) and METRO Government Procurement web site at (<http://www.nashville.gov/Finance/Procurement.aspx>)

B) Pre-Proposal Conference

A **MANDATORY** Pre-Proposal Conference will be held **as specified in Section D – Projected Timetable.** It will occur at the Nashville Convention Center, located at 601 Commerce Street, Nashville, TN. The room will be noted at the reception desk on the day of the meeting.

The purpose and intent of a pre-proposal conference is to allow an open forum giving prospective proposers an equal opportunity to hear, discuss and ask questions in regard to the RFP with all prospective proposers having an equal opportunity to hear and participate.

Oral questions will receive oral responses, neither of which will be official or become part of the RFP. Contractors must clearly understand that the only written responses to written questions will be considered official and will appear in the form of an amendment.

All prospective proposers are encouraged to attend. This will be the only pre-proposal conference scheduled for this solicitation.

C) Proposal Deadline and Delivery

Proposals must arrive no later than as specified in Section D – Projected Timetable.

Proposals must be submitted in a sealed envelope. The Convention Center Authority will not accept any proposals received after the stated date and time, and shall return such late proposals to the Proposer, or file the response unopened until an award is made. In instances where proposer has not picked up or make arrangements for proposal return, proposals will be destroyed/recycled.

The Convention Center Authority shall not bear the responsibility for proposals delivered to the Nashville Convention Center past the stated date and/or time indicated, or to an incorrect address by proposer's personnel or by the proposer's outside carrier.

Proposers must submit **one (1) designated original, six (6) numbered copies** (total of **seven (7)**) of the proposal and **one (1) electronic copy** of the complete proposal response including any attachments, on a WINDOWS PC compatible CD. **VERIFY THAT FILES ARE ON THE DISC BEFORE SUBMITTING THE OFFER.**

List the Proposal Number on the outside of the box or envelope and note "Request for Proposal enclosed."

Proposals will be opened publicly in a manner to avoid public disclosure of contents; however, only names of proposers will be read aloud.

All proposals are to be delivered (UPS, FedEx or Hand-delivery only) before 3:00 p.m., Nashville local time, on the date specified in Section D to:

Nashville Convention Center

601 Commerce Street

Nashville, TN 37203

D) Projected Timetable

The following timetable should be utilized as a working guide for planning purposes. The Convention Center Authority reserves the right to adjust this timetable as required during the course of the RFP process.

RFP Released	March 7, 2013	Thursday
RFP Inquiries	March 7 – March 15, 2013	Thursday - Friday
Mandatory Pre Proposal Meeting	March 13, 2013 (3:45p)	Wednesday
Responses to Inquiries	March 19 th , 2013	Wednesday
RFP Due	March 25, 2013 (3:00 PM)	Friday
Desired Contract Start Date	April 15, 2013	Monday

IV. EVALUATION OF PROPOSALS

Convention Center Authority will first examine proposals to eliminate those, which are clearly non-responsive to the stated requirements. Therefore, Proposers should exercise particular care in reviewing the Proposal Format required for this RFP.

The evaluation committee shall then score all proposals based upon the evaluation factors detailed herein. Upon completion of the consensus scoring, the committee may recommend short-listing the proposals that are potentially acceptable and unacceptable.

The detailed evaluation that follows the initial examination may result in more than one finalist. At this point, the Convention Center Authority may request interviews and/or presentations by Proposers, carry out contract negotiations for the purpose of ultimately obtaining offers that are in the best interests of the Convention Center Authority, and conduct detailed reference checks on the short listed Proposers.

CCA reserves the right to contact any and all references to obtain, without limitation, information regarding the Proposer's performance on previous projects. A uniform sample of references will be checked for each short-listed Proposer.

The evaluation committee, appointed by the Director of Purchasing, shall be comprised of subject matter experts for the specific procurement. The committee may be CCA Employees, METRO employees, consultants, employees of other governmental agencies or citizens with no business conflicts with the potential contractors. Evaluation will be based on a consensus scoring as a result of the committee deliberations of the proposals.

The Director of Purchasing or designee reserves the right to withdraw this RFP at any time and for any reason, and to issue such clarifications, modifications, and/or amendments as it may deem appropriate.

Receipt of a proposal by the Convention Center Authority or a submission of a proposal to the Convention Center Authority offers no rights upon the Proposer nor obligates the Metropolitan Government of Nashville and Davidson County or CCA in any manner.

The Convention Center Authority reserves the right to waive minor irregularities in proposals, provided that such action is in the best interest of CCA. Any such waiver shall not modify any remaining RFP requirements or excuse the Proposer from full compliance with the RFP specifications and other contract requirements if the Proposer is awarded the Contract.

A) Method of Source Selection

The Convention Center Authority is using the Competitive Sealed Proposals method of source selection, as authorized by Section 3.3 of its Procurement Policy.

Award(s), if made, will be made to the **Responsive** and **Responsible** Offeror(s) whose proposal is most advantageous to CCA taking into consideration price and the other factors set forth in this RFP. CCA will not use any other factors or criteria in the evaluation of proposals received.

CCA may, as it deems necessary, conduct discussions with **Responsive** and **Responsible** Offeror(s) determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of, and responsiveness to solicitation requirements.

i. Minimum (general) criteria to be determined “Responsive”

- Does the proposal submitted conform in all material respects to the solicitation?
- Specific examples include: Were minority-owned and/or woman-owned business enterprises (MWBE) considered and contacted in a timely manner for this contract proposal (Good Faith Effort)? Was sufficient documentation provided with the proposal to demonstrate that Good Faith Efforts were made?

ii. Minimum (general) criteria to be determined “Responsible”

- Does the Offeror demonstrate an understanding of CCA needs and proposed approach to the project?
- Does the Offeror possess the ability, capacity, skill, and financial resources to provide the service?

- Can the respondent take upon itself the responsibilities set forth in the RFP (and resultant contract) and produce the required outcomes timely?
- Does the Offeror have the character, integrity, reputation, judgment, experience, and efficiency required by the contract?
- Has the Offeror performed satisfactorily in previous contracts of similar size and scope; or, if the prime contractor has not performed a contract of similar size and scope, has it (and/or its team members) otherwise demonstrated its capability to perform the contract Metro seeks to establish through this RFP?
- Does the Offeror propose to perform the work at a fair and reasonable cost?

B) Ambiguity, Conflict, or Other Errors in the RFP

If a Proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposal, it shall immediately notify the Director of Purchasing of such error in writing and request modification or clarification of the document. Director of Purchasing will make modifications by issuing a written revision and will give written notice to all parties who have received this RFP.

The Proposer is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or it shall be waived. Claims of ambiguity after submission of the Request for Proposal shall not serve as grounds for a protest.

C) Proposals and Presentation Costs

CCA will not be liable in any way for any costs incurred by any Proposer in the preparation of its offer in response to this solicitation, nor for any presentation of its offer and/or participation in any discussions, negotiations or protests.

D) Validity of Proposals

By submitting an offer, the Proposer agrees to be bound to and execute the resulting contract. CCA may, at its discretion, seek changes to the contract. Such changes will be managed by the CCA during the negotiation process. All proposals shall be valid for a period of one hundred twenty (120) days from the submission date.

E) Rejection of Offers

CCA reserves the right to accept or reject, in whole or in part, any, or all, offers submitted. The Purchasing Department shall reject the offer of any Proposer that is determined to be non-responsive. The unreasonable failure of a Proposer to promptly supply information in

connection with, or with respect to, reasonable requests may be grounds for a determination of non-responsibility.

F) Acceptance of Proposals

The Director of Purchasing shall accept all proposals that are submitted properly. However, the Director of Purchasing reserves the right to request clarifications or corrections to proposals.

G) Requests for Clarification of Proposals

Requests by the Director of Purchasing for clarification of proposals shall be in writing. Said requests shall not alter the vendor's pricing information contained in its cost proposal.

H) Compliance with the RFP

Proposals must be in strict compliance with this RFP. Failure to comply with all provisions of the RFP may result in disqualification.

V. ASSISTANCE TO SMALL AND SERVICE-DISABLED VETERAN-OWNED BUSINESS ENTERPRISES

A) Statement of Policy and its Implementation

In addition to the Convention Center Authority assisting Small, Minority-Owned, and Woman-Owned Business Enterprises as set forth herein, it shall also be the policy of the Convention Center Authority to assist small and Service-Disabled Veteran-Owned Business Enterprises in learning how to do business with the Convention Center Authority. Furthermore, proposers are encouraged to maximize the usage of small and Service-Disabled Veteran-owned businesses in the performance of the contract.

In the evaluation of proposals, the Convention Center Authority rewards proposers for committing to use small and Service-Disabled Veteran owned businesses as subcontractors by considering the minimum percentage of total contract dollars of committed small business subcontractor participation. A total of ten (10) points will be assigned to the proposer with the largest percentage of small and Service-Disabled Veteran-owned business participation (having met the minimum requirement level) and points will be prorated to the rest based on their respective participation levels. The minimum requirement level is no more than one (1) point granted for each one percent (1%) of total contract value for small business utilized (maximum of ten (10) points). However, if the largest proposer of small and Service-Disabled Veteran-owned businesses proposes participation at twenty percent (20%) of the total contract value, it would receive ten (10) points and the one proposing participation at ten percent (10%) of the total contract value would receive only five (5) points.

B) Definition of Small Business

A “small business” means a United States business which is independently owned and operated and which is not dominant in its field of operation or an affiliate or subsidiary of a business dominant in its field.

C) Definition of a Davidson County Service-Disabled Veteran-Owned Business and Status Confirmation

A Davidson County Service-Disabled Veteran owned business is any business owned by any person who served honorably in active duty in the Armed Forces of the United States with at least a twenty percent (20%) disability that is service-connected meaning that such disability was incurred or aggravated in the line of duty in the active military, naval or air service. Davidson County Service-Disabled Veteran-owned means a service-disabled owned business that is a continuing, independent, for profit business located in Davidson County that performs a commercially useful function, and at least fifty-one percent (51%) owned and controlled by one (1) or more service-disabled veterans; in the case of a business solely owned by one (1) service-disabled veteran and such person's spouse, is at least fifty percent (50%) owned and controlled by the service-disabled veteran; or in the case of any publicly-owned business, at least fifty-one percent (51%) of the stocks of which is owned and controlled by one (1) or more service-disabled veterans and whose management and daily business operations are under the control of one (1) or more service-disabled veterans. The Convention Center Authority will confirm the status of Service-Disabled Veterans through the receipt of a SDVB certificate from the Governor's Office of Diversity Business Enterprise, which demonstrates that such business is a bona fide Service-Disabled Veteran-owned business. www.tennessee.gov/businessopp

D) Source Lists

The Convention Center Authority shall compile, maintain and make available source lists of Small, Minority-Owned, Woman-Owned and Service-Disabled Veteran-Owned Business Enterprises for the purpose of encouraging procurement from small businesses. Proposers who desire assistance in locating potential small and Service-Disabled Veteran owned business subcontractors and suppliers are encouraged <http://www.nashville.gov/Portals/0/SiteContent/Finance/Purchasing/SBELists.pdf> to see the instructions for obtaining such lists, or contact the MCC Purchasing department at MCCPurchasing@nashville.gov or Roxianne Bethune DBE Manager roxianne.bethune@nashvillemcc.com for assistance.

E) Solicitation Mailing Lists

To the extent deemed appropriate by the Convention Center Authority, it shall include Small, Minority-Owned, Woman-Owned and Service-

Disabled Veteran-Owned Business Enterprises on solicitation mailing lists.

F) Documentation Requirements

Proposer must complete the List of Proposed Small Businesses (Exhibit C) and submit the Exhibit with the proposal to make a commitment to use subcontractors that claim small business status. Changes to the list of proposed small businesses must be submitted in writing and approved in advance by the Convention Center Authority. Proposer must confirm that any small businesses to be included in its proposal meet the small business standards set forth by the Convention Center Authority. Proposer shall likewise notify its proposed small businesses that the Convention Center Authority requires that the subcontractor be (1) registered to do business with the Metropolitan Government of Nashville and Davidson County and (2) approved as a small business through the submission to the Convention Center Authority of documentation to confirm small business status including a copy of their two most recently submitted business tax returns as well as IRS form 941-Employer's Quarterly federal tax return. This information will be reviewed by the Convention Center Authority and used to confirm the small business status. Small business status must be approved by the Convention Center Authority prior to proposal submission. While the Convention Center Authority commits to having documents reviewed and status granted as quickly as possible after the receipt of the necessary documentation, to be safe, documents should be submitted no later than four days before the bid/proposal is due to allow time for status to be granted.

G) Bonding and Progress Payments

The Convention Center Authority may reduce the level or change the types of bonding normally required, or accept alternative forms of security to the extent reasonably necessary to encourage procurement from Small, Minority-Owned, Woman-Owned and Service-Disabled Veteran-Owned Business Enterprises. The Convention Center Authority may make such special provisions for progress payments as deemed reasonably necessary to encourage procurement from Small, Minority-Owned, Woman-Owned and Service-Disabled Veteran-Owned Business Enterprises.

H) Misrepresentation

If during the course of the contract, a contractor fails to maintain the level of small business participation committed to in the contractor's proposal, or if any material representation made in contractor's proposal concerning the small business status of any subcontractor or contractor's involvement in the ownership, operation or management of any subcontractor claiming status as a small business is shown to be false. The Convention Center Authority may, at its sole option and in addition to any other remedies available under the contract, at law or in

equity, terminate the contract. Further, in the event that the Convention Center Authority terminates the contract, the contractor shall pay the Convention Center Authority's full re-procurement costs, including, without limitation, any costs associated with re-procurement delays. The Convention Center Authority will institute debarment proceedings against any proposer that misrepresents in a proposal any material fact concerning the small business status of itself or any subcontractor or proposer's involvement in the ownership, operation or management of any subcontractor claiming status as a small business. In addition, the Convention Center Authority may, at its sole discretion, assess a charge representing the cost of all audit and legal time and expense incurred by the Convention Center Authority as a result of the contractor's failure to maintain the level of small business participation committed to in the contractor's proposal.

VI. PROCUREMENT NONDISCRIMINATION PROGRAM

It is the policy of the Convention Center Authority to promote full and equal business opportunities for all persons doing business with the Convention Center Authority by increasing the purchase of goods and services from minority and women-owned businesses within the Nashville Metropolitan Statistical Area.

Therefore, no bid submitted for work within this scope of the program shall be considered responsive unless it includes each of the following documents:

A) Covenant of Non-Discrimination

Each respondent must submit a duly-executed and notarized Affidavit, which includes the covenant of non-discrimination. (See Exhibit A.)

B) Statement of Written Notification to Minority and Women Business Enterprises ("MWBE").

Each respondent must provide proof that the bidder has delivered written notice to at least three (3) available certified MWBEs if use of MWBEs is reasonable. (See Exhibit B)

Proposers who desire assistance in locating Minority and Women owned subcontractors and suppliers are encouraged to visit <http://www.nashville.gov/Portals/0/SiteContent/Finance/Purchasing/SBELists.pdf> to see the instructions for obtaining such lists, or contact Roxianne Bethune DBE Manager roxianne.bethune@nashvillemcc.com for assistance.

C) Statement of Interested Subcontractors/Vendors

Each respondent shall submit a Statement of Interested Subcontractors/Vendors that shall include each individual or entity requesting information about the project or solicited for participation on

the project. The list of subcontractors shall include those persons who did not actually submit a price quotation or a bid, rather just requested information. The statement shall include the individual's or entity's name, business location, and information requested. (See Exhibit B)

D) Statement of Successful Subcontractors

Each respondent shall submit a "Statement of Subcontractors", which shall include each successful subcontractor's name, business location, work to be performed, dollar value of the project, and percentage attributable to each subcontractor. (See Exhibit B)

E) Letter of Intent to Perform as a Subcontractor/Joint Venture

In the event that a respondent or participant proposes to use subcontractors or joint ventures if awarded a contract with the Convention Center Authority, such respondent shall be required to submit to the DBE Manager a letter of intent signed by both the subcontractor/joint venturer and respondent. This form is to be completed and submitted by the apparent successful respondent by the end of the second business day following issuance by the Convention Center Authority of a notice of award of contract. (See Exhibit B)

F) Registration and Certification

To be considered for the purpose of being Responsive, the subcontractor, supplier and/or joint venturer must be registered online with METRO by the proposal due date. Certification is required by the time of the proposal due date.

In furtherance of this policy, the Convention Center Authority has adopted the Metropolitan Government of Nashville and Davidson County Procurement Nondiscrimination Program, as set forth by the Metropolitan Code, Chapter 4.46, Procurement Nondiscrimination Program, as it may be deemed applicable by the Convention Center Authority and otherwise amended from time to time.

For further information or clarification contact DBE Manager, Roxianne Bethune roxianne.bethune@nashvillemcc.com or (615) 880-1454.

VII. WORKFORCE DEVELOPMENT

Given the experiences of the Music City Center Workforce Development Program summarized below, the Authority is interested in establishing and/or utilizing a similar program to promote the placement of local individuals with respect to employment opportunities, temporary and otherwise, at the Music City Center. As a part of the Music City Center Workforce Development Program, the Authority contracted with the Jefferson Street United Merchants Partnership (JUMP) to assist it with conducting various recruiting and job placement activities and partnering

with approximately 23 Nashville-area community based organizations for training assistance.

As a part of the construction and development of the Music City Center, the Authority established the Music City Center Workforce Development Program to promote the placement of local individuals, including those that are unemployed and under-employed, with contractors working on the Music City Center project. In addition, this program assists participating individuals with acquiring construction-related job readiness skills for these and other employment opportunities.

Additional information regarding the Music City Center Workforce Development Program can be obtained from <http://nashvillemusiccitycenter.com/workforce/> and from contacting Sharon Hurt (615-726-5867) with JUMP at 1215 9th Avenue North, Suite 201, Nashville, TN 37208.

VIII. EVALUATION CRITERIA

A) Proposal Evaluation Committee

A committee appointed by the Director of Purchasing Agent will evaluate proposals. Other agencies and consultants of the Government also may examine documents. The committee will make recommendation(s) to the CCA to consider.

B) Response Format

The information listed below shall be submitted with each proposal and should be submitted in the order shown. Each section should be clearly labeled, with pages numbered and separated by tabs. Failure by a proposer to include all listed items may result in the rejection of its proposal.

C) Extraneous Information

Proposers should be brief and concise. Specific responses that exceed page limitations described in this solicitation may be considered non-responsive and excluded from evaluation. Information provided beyond the requirements described in this solicitation may be considered extraneous and as a result discarded.

D) Scoring

The evaluation criteria to be considered for this Request for Proposal are listed below. While CCA believes all these items to be of importance, their relative weight is indicated by the maximum points each evaluation criteria could receive. Within each evaluation criteria, subsets of the criterion may be defined to clarify the point distribution for

that evaluation criterion. Award(s) will be made to the responsible proposer whose proposal is determined to be the most advantageous to the CCA. No other factors or criteria will be used in the evaluation.

Tab I, Cover Letter and Management Summary

Provide a cover letter signed by an authorized officer of the firm who is authorized to commit the Proposer's organization to perform work. Include the name(s), telephone number(s), and email(s) of the authorized contact person(s) concerning proposal. The cover letter should be on letterhead and state the legal name of the firm.

The Management Summary should indicate your firm's underlying philosophy in providing the service requested. Explain specific reasons why the Proposer is the most qualified to be awarded the Contract. Response limited to three pages.

Tab II, Business Plan

Total points available for this criterion are (25) points

Please include the following:

- Provide a detailed plan of your firm's willingness and approach to establishing and/or utilizing a program similar to the Music City Center Workforce Development Program for the services to be provided by your firm.
- Provide a detailed plan of your firm's willingness and approach to utilizing Small, Women, and Minority Businesses.
- Description of the proposed contract team and the role to be played by each member of the proposed team.
- Proposed team organizational structure, interrelationships and interactions.
- Detailed plan of approach (including major tasks and sub-tasks).
- Detailed screening plan and training plan.
- Proposed daily personnel tickets (provide a sample).
- Proposed service quality program.
- Proposed billing system (provide sample).
- Provide a photo (head to toe) of the uniform and identification badge.
- Describe how last minute additions are handled.
- Describe process for replacing unsatisfactory personnel.

- What are your hours of operation (including days of the week)
- Does your company use an after-hours answering service or is an employee on-call?
- How is the after-hour dispatch paperwork handled?
- Describe in detail your screening of personnel prior to dispatching daily.
- Provide a list of training your firm provides to each personnel.
- MCC requests a plan to encourage housekeeping personnel retention and longevity for those personnel who prove to be a good fit with MCC.

Tab III, Cost

Total points available for this criterion are (40) points.

Provide an hourly rate for housekeeping personnel and an hourly rate for supervisors

NOTE: Any variations in hourly rates must be clearly noted in your proposal in this section.

Tab IV, Experience and Qualifications

Total points available for this criterion are (20) points.

Provide information, which documents your firm's, and if applicable, subcontractors' qualifications to produce the required outcomes, including its ability, capacity, skill, financial strength, and number of years of experience in providing the required services.

Include the following:

- How long has your firm been in business doing work similar to the scope of service described in this RFP?
- Provide information regarding your firm's ability to perform the requirements of this RFP.
- How long have those assigned to the team been doing the type of work similar the scope of service described in this RFP?
 - Identify their names, years of experience and any certifications applicable to the scope of service described in this RFP. Provide resumes' of all personnel working assigned to the team.

- Attach a copy of your most recent Financial Statement (audited financials are given more credibility and may be required). You may attach a paper or electronic copy.
- List three projects you have completed that are of similar size and scope to the ones stated in this RFP. List the following:
 - Company name,
 - Contact person for the company
 - Phone number,
 - Email address, and
 - A brief description of the project.

Tab V, Small Business and Service Disabled Veteran Owned Business and Participation and Procurement Nondiscrimination Program

Total points available for this criterion are (10) points (SBE/SDVBE only)

Include the Small Business, Service Disable Veteran Form and PNP documents in this Tab as part of your proposal.

Tab VI, Acceptance of Conditions

Total points available for this criterion are (5) points.

Exceptions must be noted in this section of the proposal by the Proposer. Exceptions taken after the award may result in the withdrawal of the intent to award and Proposer's firm suspended from upcoming solicitations.

Any listing of exceptions by a Proposer in their proposal in no way obligates CCA at any time to change the contract's general terms and conditions, the requirements of the RFP, or the insurance requirements of this solicitation.

Any exceptions listed by a Proposer may be unacceptable to CCA and may result in a reduction in the evaluation scoring or be cause for rejection of a Proposer's proposal.

**Exhibit A
Affidavit**

State of _____
County of _____

As used herein, "Offeror" will include respondents and proposers.

Compliance with Laws: After first being duly sworn according to law, the undersigned (Affiant) states that he/she is presently in compliance with, and will continue to maintain compliance with, all applicable laws. Thus, Affiant states that Offeror has all applicable licenses, including business licenses, copies of which are attached hereto. Finally, Affiant states that Offeror is current on its payment of all applicable gross receipt taxes and personal property taxes.

Contingent Fees: In accordance with the Convention Center Authority's Procurement Policy and the Metropolitan Government's Procurement Code, it is a breach of ethical standards for a person to be retained, or to retain a person, to solicit or secure a contract with the Authority upon an agreement or understanding for a contingent commission, percentage, or brokerage fee, except for retention of bona fide employees or bona fide established commercial selling agencies for the purpose of securing business. After first being duly sworn according to law, the undersigned (Affiant) states that the Offeror has not retained anyone in violation of the foregoing.

Employment Requirement: Offeror, declares that neither the prime, subcontractors, sub-consultants, nor providers of day personnel employ any person who is not a legal resident of the United States. Any contractor who knowingly violates the provisions of this section is subject to debarment or suspension.

Nondiscrimination: Affiant affirms that by its employment policy, standards and practices it does not subscribe to any personnel policy which permits or allows for the promotion, demotion, employment, dismissal or laying off of any individual due to race, religion, creed, gender, gender identity, sexual orientation, national origin, color, age, and/or disability and that it is not in violation of and will not violate any applicable laws concerning the employment of individuals with handicaps and/or disabilities. It is the policy of the Metropolitan Government not to discriminate on the basis of race, religion, creed, gender, gender identity, sexual orientation, national origin, color, age, and/or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services and activities. Contractor certifies and warrants it will comply with this policy.

And Further Affiant Sayeth Not:

By: _____

Title: _____

Address: _____

Sworn to and subscribed before me on this ____ day of _____, 201____.

Notary Public

My commission expires: _____

Exhibit B



Convention Center Authority of the Metropolitan Government of Nashville and Davidson County Procurement Nondiscrimination Program Form Submission Procedures

Demonstrating compliance with the Procurement Non-discrimination Program requires the submission of the following forms:

1. Statement of Good Faith Efforts (GFE) – This completed form is required at the time of bid/proposal submission. Each of the first three listed statements must be initialed by an authorized company official indicating that the prime contractor has made all of the good faith efforts required by the Procurement Nondiscrimination Program. The first three items on this form must be initialed. Prime contractors should initial any of the additional good faith efforts listed subsequently on the form as they are applicable. Please note that timely outreach should be conducted providing firms adequate and reasonable time to respond. This form must be signed by a principle of your company and dated.

2. Statements of Notified and Interested Subcontractors/Vendors – This completed form is required at the time of bid/proposal submission to provide The Convention Center Authority with information regarding your outreach efforts. The form should list those firms that have contacted you as well as those with whom you have made contact regarding potential participation on this project. The second section of this form should list the MWBE subcontractors with whom you have decided to work with on this project if awarded. Also, only MWBE firms certified by certifying entities recognized by Metropolitan Government of Nashville and Davidson County be considered for GFE outreach.

3. Statement of Successful Subcontractors – Submitted forms should be fully completed and specify the MWBE company names, individual(s) contacted, date contacted, MWBE Certificate Type, dollar value, percentage of total contract value to be awarded, and a description of the work to be performed. This form must be signed by a principle of your company and dated

NOTE: Reasons for declining offers made by potential MWBE partners must be noted on this form. If a bid was submitted by the MWBE, the amount of the bid must be included on this form.

4. Letter of Intent to Perform as a Subcontractor/Joint Venture – This form is to be completed and submitted by the apparent successful participant **by the end of the second business day following notice of intent to award from The Convention Center Authority.** It should specify the names of the MWBE's with whom the prime contractor intends to subcontract or joint venture. Additionally it should detail the work to be performed, the total value of the MWBE participation on the contract in dollars and percentage and must be signed by both the MWBE subcontractor/joint venture partner AND the prime contractor and dated.

NOTE: A separate form must be completed for each individual MWBE subcontractor/joint venture partner noted on the Statement of Successful Subcontractors.

Any additional questions regarding required detail and documentation to demonstrate Procurement Nondiscrimination Program compliance should be directed to the Convention Center Authority Director of Purchasing (615) 742-2003 or DBE Manager at 615-880-1454.



GOOD FAITH EFFORT STATEMENT FORM

Bid/Proposal for: Music City Center Convention Center/_____ (Name of RFP)

Pursuant to the requirements for Participants under the Procurement Non-Discrimination Program, and in consideration of the privilege to submit Proposals on contracts funded, in whole or in part, by the Convention Center Authority, I/We, attest that I/We have made the following efforts to ensure that potential MWBE subcontractors were notified of the opportunity to participate as a subcontractor or joint venturer on this project.

____ I/We have made efforts to include MWBE's, certified by certifying entities recognized by the Convention Center Authority, in the procurement process and to ensure that businesses are not discriminated against on the basis of race, ethnicity or gender;

____ I/We have delivered appropriate notice to three or more available MWBEs certified by certifying entities recognized by the Convention Center Authority for each potential subcontracting or supply category in the Contract and all potential subcontractors or vendors which requested information on the Contract.

____ I/We have provided all potential subcontractors or vendors with adequate and timely information as to the plans and specifications of this project as well as information necessary to provide a bid or quote as well as and the last date and time for receipt of price quotations.

Additionally, _____ has made the following Good Faith Efforts to include MWBEs as subcontractors or joint venturers on this project.

____ I/We have attended a special meeting called to inform businesses and individuals of subcontracting or supply opportunities.

____ I/We have, in accordance with normal industry practices, divided the contract into economically feasible segments that can be performed by a MWBE.

____ I/We have provided a written explanation for rejection of any potential subcontractor or vendor to Convention Center Authority, including the name of the firm proposed to be awarded the subcontract or supply agreement, where price competitiveness is not the reason for rejection.

____ I/We have actively solicited, through sending letters or initiating personal contact, MWBEs in all feasible and appropriate categories providing subcontracting opportunities for the contract under consideration.

____ I/We have utilized the services of available community organizations and associations, contractors' groups, and trade associations known to publicize contracting and procurement opportunities, for the purpose of obtaining assistance in the contacting and recruitment of MWBEs for the Convention Center Authority Project contract under consideration.

____ I/We have advertised in publications of general circulation in the Nashville Metropolitan Statistical Area, trade publications and other media owned by, or otherwise focused or marketed to MWBEs, and the advertisement identifies and describes the specific subcontracting or other opportunity in reasonable detail.

_____ I/We have conducted discussions with interested MWBEs in good faith, and provided the same willingness to assist MWBEs as has been extended to any other similarly situated subcontractor.

_____ I/We have taken steps to ensure that all personnel supervisors, superintendents, and other onsite supervisory personnel are aware of and carry out the obligation to maintain a nondiscriminatory work environment, free of harassment, intimidation and coercion at all construction sites, offices and other facilities to which employees are assigned to work.

Printed Name of Company

Date

Signature

Title of Company Official

Full Company Name

Mailing Address

Area Code/Phone Number

City, State, Zip

Please contact the Convention Center Authority Director of Purchasing (615) 742-2003 or DBE Manager (615) 880-1454 with any questions about information which may be required.



STATEMENTS OF INTERESTED, NOTIFIED AND SUCCESSFUL SUBCONTRACTORS

Please complete this form to provide Convention Center Authority with information regarding your outreach efforts. Please include information appropriately regarding those certified MWBEs that you contacted, who contacted you and those with whom you have decided to work on this project. Please add additional copies of this sheet as necessary so that you may list ALL MWBEs with whom you've had contact. Please contact DBE Manager's Office with any questions at 615-880-1454. Part I of this form must be completed and Part II should be completed if you have identified MWBE firms with whom you will work on this project.

Project Name _____

RFP Number _____

As part of our regular and customary good faith efforts to include MWBE subcontractors, suppliers and joint venturers, ____ (Company Name) ____ has contacted or was contacted by the following certified MWBEs related to our bid/proposal.

Part I

<i>Business Name & Contact</i>	<i>Phone No</i>	<i>MBE/WBE Certificate Type</i>	<i>Date of Contact</i>	<i>Method of Contact</i>	<i>Who Initiated Contact?</i>	<i>If Bid Submitted, Amount of Bid*</i>	<i>Offer Accepted or Declined</i>	<i>Reason(s) for Declining</i>

*STATEMENT OF BID/PRICE QUOTATION

Having submitted a Proposal/bid for the above referenced project, if awarded the resulting contract or Purchase Order, ____ (Company Name) ____ advises that contingent upon award of the contract to our company, our subcontractor, suppliers, or joint venture partnership participation is projected to be as follows:

Part II

<i>Business Name & Contact</i>	<i>Phone No</i>	<i>MBE/WBE Certificate Type</i>	<i>Dollar value</i>	<i>Estimated % of total contract value</i>	<i>UNSPS Code # for work to be performed (if applicable)</i>	<i>Work to be performed</i>

Name _____

Title _____

Date _____



Letter Of Intent to Perform As A Subcontractor/Joint Venture

This form is to be completed and submitted by the apparent successful participant by the end of the second business day following notice of intent to award.

Proposal for: _____
(Name of Project)

Offeror Name: _____

The undersigned has agreed to perform work in connection with the above project as:

☐ a subcontractor ☐ a joint venture

Detailed description of work items to be performed:

At the following price(s): _____

The total value of MWSBE participation under this Subcontractor/Joint Venture Agreement is \$: _____; which is estimated to be: ____ % of the total Proposal.

Signature of Subcontractor/Joint Venturer

Printed Name: _____

Title: _____

Date: _____

The undersigned will enter into a written agreement with the above subcontractor for the work described upon award and execution of a contract with The Convention Center Authority of the Metropolitan Government of Nashville and Davidson County.

Signature of Offeror

Printed Name _____

Title: _____

Date: _____



Exhibit C

List of Proposed Small Businesses and Service Disable Veteran Owned Businesses

Proposer Name: _____

Notice: Small businesses listed must be registered with Metropolitan Government of Nashville and Davidson County (Metro) and small business status must be approved by the Metropolitan Government **prior** to proposal submission. Registration can be completed online at:
[http://www.nashville.gov/Finance/Procurement/Minority-and-Women-Business-Assistance-\(BAO\)/SBE-and-SDV.aspx](http://www.nashville.gov/Finance/Procurement/Minority-and-Women-Business-Assistance-(BAO)/SBE-and-SDV.aspx)

	Small Business Name	Small Business Address, Phone Number and email address	Industry of Work to be Performed by this Small Business (see <i>Instructions below this table</i>)	Phase in project when Small Business is anticipated to perform work	Minimum <i>Percentage</i> of total contract dollars to be spent with this Small Business
1.					
2.					
3.					
4.					
5.					
6.					

INSTRUCTIONS:

TOTAL _____

- If the proposer is a small business, the proposer should also be included in this list.
- If more than six (6) Small Businesses are to be listed, please attach an additional sheet.
- For the "Industry of Work to be Performed by this Small Business" column, you must enter an Industry listed here: Agriculture, Architectural/Design/Engineering; Educational; Information Systems/Technology; Marketing/Communications/Public Relations; Medical/Healthcare; Forestry, Fishing; Mining; Construction; Manufacturing; Wholesale Trade; Retail Trade; Finance, Insurance, Real Estate; Transportation, Commerce, and Utilities; Service Industry

Submission of a proposal shall constitute Proposer's representation that neither Proposer nor an officer, agent or employee of Proposer, or the spouse, parent or child of an officer, agent or employee of Proposer, is involved in the ownership, operation or management of any subcontractor claiming status as a small business for purposes of this Proposal and Contract.

Exhibit D



Cost Data Worksheet for RFP 110-2012

Music City Center Housekeeping Services

Proposer must enter a hourly rate for the following MCC positions:

	Year 1	Year 2	Year 3	Year 4	Year 5
A.) Housekeeping Personnel					
B.) Housekeeping Supervisors					